



**Utah**Interactive

## **UTAH.GOV PORTAL OPERATIONS**

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### Utah Interactive General Manager's Report

**2005 – Q1**

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## PRODUCT DEVELOPMENT

The Utah Interactive product development team continues to seek new opportunities with new local/state government agencies and facilitate the rollout of new applications with current government partners.

Much of the efforts at Utah Interactive during the first quarter of 2005 were directed toward the continued development of several key applications that were started in 2004 and will be delivered in the second quarter of 2005. These include the State Construction Registry, the integration of the online and agent versions of the state's Hunting and Fishing License application and an new online version of Renewal Express for inspection stations.

Utah Interactive also created new web sites for both Governor Huntsman and Lt. Governor Herbert as part of their transition into office. We are also working with several agencies in defining new applications to be developed in the coming months. These include the Department of Air Quality, Department of Public Safety and the Attorney General's Office. (See the table below for descriptions of all of these applications.)

### PROJECT PIPELINE OVERVIEW – Q1

Launched			
Agency	Project	Application Description	Agency Launch
Governor's Office	Web Design	New web site completed for Governor Huntsman	January 3 <sup>rd</sup> , 2005
Lt. Governor's Office	Web Design	New web site completed for Lt. Governor Herbert	January 3 <sup>rd</sup> , 2005
Tax Commission	IFTA and IRP connection to Payment Engine	Allows IFTA and IRP filers to pay fees online.	January 11 <sup>th</sup> , 2005
Tax Commission	Tax Express 2004	Legislative updates to state income tax filings.	January 22 <sup>nd</sup> , 2005
Tax Commission	Payment Express	Allows Tax Commission collectors to take payments over the phone and remain in compliance with NACHA	???????
Tax Commission	DPS API	Allows direct connection to DPS data for immediate validation of safety test.	March 28, 2005
DPS	MVR – RH	Updated application that allows individuals to obtain an MVR record	February 1, 2005

**QA**

Agency	Project	Application Description	Estimated Launch
Tax Commission	On The Spot Renewal (REX 3.0 Decals)	This addition allows stations to issue decals directly to citizens from the station. This will be the only way for stations to issue decals. All stations wishing to do so will have to utilize Renewal Express.	May ??, ????
DWR	HFLO and AHFLO Integration	This integrates the databases and administration tool into the same application allowing DWR to better manage license inventory and improve reporting and analysis.	May 1 <sup>st</sup> , 2005

**Development**

Agency	Project	Application Description	Estimated Launch
State Treasurers Office	Website Design	New website design for Treasurers Office	April 2005
Governor's Committee for Employment of Handicapped Persons	Website Design	New website design for committee.	April 2005
Enterprise	Utah GovPay	Provides access to online payment system for any application.	April 2005
Dept of Commerce	State Construction Registry	Provides an on line method for individuals and companies to file appropriate documentation with the Dept of Commerce to protect property lien rights	May 1, 2005
Dept of Commerce, Division of Corrections	ABR Payment Enhancements 3.0	Phase III allows online registration information changes.	April, 2005
Dept of Commerce, Division of Corrections	ABR Bulk	Allows users to file ABRs in bulk filing process and point to point.	April, 2005

Dept of Commerce, Division of Corrections	UCC Bulk Filings	This service would enable UCC filers the ability to file in bulk. Presumably, users would provide the UCC filings in a predefined XML data format and deliver it to Utah Interactive to be pushed into the DOC's UCC database through a similar process to individual filings. Likely this would be a subscription service and the user would be billed at the end of the month for all filings submitted.	April, 2005
Utah.gov	State Portal Redesign	Redesign of portal to "freshen" the look, add functionality, and prepare for "Best of the Web" competition.	May 2005

Define Project			
Agency	Project	Application Description	Estimated Launch
Signed Contract/Moving to Development			
Contracts Pending			
DAQ	Asbestos and Lead Paint certification and notification	Allows DAQ contractors to register asbestos and lead paint removal projects on line, and allows DAQ personnel to better manage the project certification and notification process.	September 2005
Attorney General's Office	Identity Fraud tracking application	Allows victims of ID Fraud to register fraud crimes with the AG's office.	TBD
DPS	Utah GovPay for Safety Inspection stations	Allows Safety Inspection stations to register with DPS and purchase safety inspection inventory online	TBD
Tax	Connection of IFTA and IRP to Utah GovPay	This would allow IFTA and IRP filers to pay online.	October
Collecting Requirements			
Dept. of Education	Teacher License Renewal	This will allow teachers in the state to renew their teaching certificate	TBD
Enterprise	OSBR Phase II	This will add new functionality to the One Stop Business Registration application.	TBD



## MARKETING

In preparation for the launch of the State Construction Registry and On The Spot Renewal programs, the Utah Interactive marketing team has focused heavily on market research, the creation of educational and promotional materials, training and PR activities. Some examples of these materials have been included at the end of this report. David Dahle has presented information regarding the State Construction Registry to several associations and interested groups to help educate them on the application and help drive a higher adoption rate.

In addition, we have been working to expand the size of both our Product Management team and our Customers Service team in order to provide the best support to both our state agency partners as well as the citizens and businesses of Utah.

### PRESS ACTIVITY – Q1

Index of Recent Media Stories about Utah.gov (not comprehensive)

1. <http://www.govtech.net/news/news.php?id=92892> **Real Estate License Renewal Popular on Utah Web Site** Jan 28, 2005
2. <http://www.govtech.net/news/news.php?id=92965> **State and Local Technology Trends** (*Government Technology*, 2/4/05)
3. <http://www.govtech.net/news/news.php?id=92926> **New Report Outlines Major Findings from 2004 Digital States Survey** (*Government Technology*, 2/1/05)
4. <http://www.governing.com/gpp/2005/intro.htm> **Grading the States '05** (*Governing*, February 2005)
5. <http://www.govtech.net/news/news.php?id=92844> **State Web Site Picks up Government Technology News** (*Government Technology*, 1/25/04)
6. [http://biz.yahoo.com/bw/050125/255106\\_1.html](http://biz.yahoo.com/bw/050125/255106_1.html) **Real Estate Professionals Flock to [www.Utah.gov](http://www.Utah.gov)** (*Business Wire*, 1/24/05)



## WEBSITE ACCESSES

### ***State of Utah –Utah.gov***

### **Accesses**

### **Top Sites**

Q1 2005 (Est.)

423,500

[/main/index](#)

83,000

[/government/agencylist.html](#)

79,000

[/rss/business-portal.rss](#)

69,000

[/services/](#)

58,000

[/governor/](#)

6,362,500

Total Accesses

**Note:** We are currently in the process of moving to a new reporting system that will provide an improved look at the traffic, interests, data and other information than the current system.



## OPERATIONS

### CUSTOMER SERVICE

#### **Live Chat – Session Information**

1st Quarter	Taken	Not Taken	Rejected
January	1,846	317	50
February	1,828	287	56
March	1,953	448	149
Total	5,627	1,052	255

## INFRASTRUCTURE

### Service Level Report

During this reporting period, a proxy server managed by Utah Interactive located at ITS experienced a failure, however, the redundant environment, located in Denver, CO., remained active and the Utah.gov portal and it's associated applications did not experience any down time.

Also during this period, the UEN Network experienced a failure which rendered the ITS network unavailable, but again redundant environment allowed the Utah.gov portal to remain active.



### FINANCIAL PERFORMANCE

#### CONSOLIDATED FINANCIAL REPORT

Utah Interactive, LLC

-unaudited report-

	<u>2Q 2004</u>	<u>YTD 2004</u>
Total Net Revenue	<u>1,213,191</u>	<u>1,213,191</u>
Total Expenses	<u>845,540</u>	<u>845,540</u>
<b>Net Income (Loss)</b>	<b><u>367,651</u></b>	<b><u>367,651</u></b>



### IN CLOSING

The main focus of our efforts has been toward supporting the transition to the new administration and completing several significant applications. We continue to look for new opportunities with agency partners that will allow us to provide our support to the state in its efforts to facilitate electronic access to government information and services. As always, please feel free to contact me with any questions or concerns.

I can be reached at 983-8412, or email at [amy@utahinteractive.org](mailto:amy@utahinteractive.org).

Respectfully Submitted,

Amy Sawyer

General Manager

# Get Informed. Protect Yourself.

## AT THE STATE CONSTRUCTION REGISTRY



During the 2004 Legislative session, House Bill 136 ("The Electronic Filing of Preliminary Lien Documents") passed and became law.

This bill modified the Mechanics' Lien Statute and called for the development of a standardized, online system for filing and managing notices of commencement, preliminary notices, and notices of completion.

This new statewide system, called the State Construction Registry (SCR), will be operational May 1, 2005. The State Construction Registry will help you do business by helping you protect your lien rights, facilitating your compliance with House Bill 136, and providing you with detailed construction project knowledge.

### PROTECTION...

**Using the State Construction Registry enables you to manage your risk:**

- Know who's working on your project
- Preserve your lien rights

### COMPLIANCE...

**Using the State Construction Registry ensures your compliance with House Bill 136:**

- Know when to file
- Know what to file

### PROJECT KNOWLEDGE...

**Using the State Construction Registry provides you with:**

- Complete knowledge of all construction projects in Utah
- Instant notification of any changes/new filings for all your projects

**THE STATE CONSTRUCTION REGISTRY IS YOUR ONLINE RESOURCE FOR UTAH CONSTRUCTION PROJECTS.**

To be informed of updates or to request more information, please email [scr@utahinteractive.org](mailto:scr@utahinteractive.org)

**[ConstructionRegistry.utah.gov](http://ConstructionRegistry.utah.gov)**



Your online resource for Utah construction projects.

*A new, centralized, statewide, online system to protect lien rights, the State Construction Registry will support your business by providing you with detailed construction project knowledge.*

### Important Changes to Notices of Commencement and Preliminary Notices

- For projects requiring a building permit, Notices of Commencement will be issued automatically and posted online in the State Construction Registry (SCR).
- For public projects or any other project not requiring a building permit, general contractors must file Notices of Commencement through the SCR within 15 days of project start date.
- Preliminary Notices *must be filed through the SCR system* in order to protect lien rights.
- Preliminary Notices must be filed within 20 days of the Notice of Commencement filing **OR** within 20 days of commencement of work/delivery of materials and/or equipment, *whichever comes later*.
- All subcontractors (lower tier **as well as** 1st tier) must file Preliminary Notices through the SCR system in order to protect their lien rights.
- These changes are **effective May 1, 2005 for all commercial and public projects** and **effective November 1, 2005 for all residential projects**.

Detailed information about the new requirements and the SCR can be found at [www.scr.utah.gov](http://www.scr.utah.gov).



# on the renewal